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Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	0	09/785048	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 09:37
S2	2	"6100891".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 09:46
S3	2133	((agent operator helper representative (customer near4 service)) near7 (script read\$4)) and ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 09:53
S4	9	((agent operator helper representative (customer near4 service)) near7 (comply complying complied accuracy accurate) near6 (script read\$4)) and ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 10:01
S5	427	((agent operator helper representative (customer near4 service)) near7 (comply complying complied accuracy accurate)) and ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 10:05
S6	1	(live near5 (agent operator helper representative (customer near4 service)) near7 (comply complying complied accuracy accurate)) and ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 10:05
S7	349	((agent operator helper (customer near4 service)) near7 (comply complying complied accuracy accurate)) and ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 11:21
S8	111	((agent operator helper (customer near4 service)) near7 (follow\$4 comply complying complied accuracy accurate)) same ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 10:44

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S9	169	((agent operator helper (customer near4 service)) near7 (dialog dialogue patten sequence script series)) same ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 10:49
S10	11	("5351288" "5393236" "5487671" "5503560" "5724405" "5766015" "5799273" "5850627" "5909482" "5974116" "6324507").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/10/19 11:06
S11	1154	((agent operator helper (customer near4 service)) near7 (evaluat\$4 skill test\$4)) and ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 11:21
S12	87	((agent operator helper assistant(customer near4 service)) near7 (evaluat\$4 skill test\$4)) same ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:19
S14	29	((agent operator helper assistant(customer near4 service)) near7 (quality)) same ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:13
S15	381	((agent operator helper assistant(customer near4 service))) and ((speech voice) near5 recogni\$6) and ((divid\$4 segment\$4 pars\$4) near6 (question dialog script))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:14
S16	142	((agent operator helper assistant(customer near4 service))) and ((speech voice) near5 recogni\$6) and ((divid\$4 segment\$4 pars\$4) near6 (script))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:14
S17	54	((agent operator helper assistant(customer near4 service))) and ((speech voice) near5 recogni\$6) and ((divid\$4 segment\$4 pars\$4) near6 (script)) and customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:14

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S18	252	((agent operator helper assistant(customer near4 service))) and ((speech voice) near5 recogni\$6) and ((divid\$4 segment\$4 pars\$4) near6 (question dialog))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:26
S19	171	((agent operator helper assistant(customer near4 service))) and ((speech voice) near5 recogni\$6) and ((divid\$4 segment\$4 pars\$4) near6 (interaction history))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:27
S20	71	((agent operator helper assistant(customer near4 service))) and ((speech voice) near5 recogni\$6) and ((divid\$4 segment\$4 pars\$4) near6 (interaction history)) and customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:39
S21	31	((agent operator helper assistant(customer near4 service))) near7 (evaluat\$4 test\$4 quality skill) same ((speech voice) near5 recogni\$6) and script	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:46
S22	11	("5351288" "5393236" "5487671" "5503560" "5724405" "5766015" "5799273" "5850627" "5909482" "5974116" "6324507").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/10/19 14:45
S23	27	((agent operator helper assistant(customer near4 service))) near7 (train\$4) same ((speech voice) near5 recogni\$6) and script	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 14:52
S24	1	((agent operator helper assistant(customer near4 service))) near7 (read\$4 follow\$4) near6 (((series set sequence) near6 (questions statements interactions)) script dialog) same ((speech voice) near5 recogni\$6) and script	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:03
S25	98	((agent operator helper assistant(customer near4 service))) near7 (read\$4 follow\$4) near6 (((series set sequence) near6 (questions statements interactions)) script dialog) and((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:24

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S26	9	((agent operator helper assistant(customer near4 service)) near7 (read\$4) near6 (text prompt)) same ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:46
S27	12	((read\$4) near6 (text prompt)) same ((speech voice) near5 recogni\$6) same customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:46
S28	58	((agent operator helper assistant(customer near4 service)) near7 (speak\$4 spoken recit\$4 aloud) near6 (text prompt)) same ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:48
S29	4	((agent operator helper assistant(customer near4 service)) near7 (speak\$4 spoken recit\$4 aloud) near6 (text prompt)) same ((speech voice) near5 recogni\$6) same (customer client)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:49
S30	4	((agent operator helper assistant(customer near4 service)) near7 (speak\$4 spoken recit\$4 aloud) near8(text prompt)) same ((speech voice) near5 recogni\$6) same (customer client)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:50
S31	61	((agent operator helper assistant(customer near4 service)) near7 (speak\$4 spoken recit\$4 aloud) near8(text prompt)) same ((speech voice) near5 recogni\$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 15:59
S32	271	((agent operator helper assistant(customer near4 service)) near7 (pars\$5 divid\$5 extract\$5) near7 (keyword word))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:00
S33	14	((agent operator helper assistant(customer near4 service)) near7 (pars\$5 divid\$5 extract\$5) near7 (keyword word)) same customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:10

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S34	642	(agent operator helper assistant(customer near4 service)) near7 (pars\$5 divid\$5 extract\$5) same customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:21
S35	13	S34 and "704"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:18
S36	162	(agent operator helper assistant(customer near4 service)) with (pars\$5 divid\$5 extract\$5) near6 (spoken speech voice)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:21
S37	169	(agent operator helper assistant(customer near4 service)) with (pars\$5 divid\$5 extract\$5) near6 (spoken speech voice utterance)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:36
S38	370	(agent operator helper assistant(customer near4 service)) with (separat\$4 group\$4 classify\$4) near6 (spoken speech voice utterance)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:50
S39	55	(agent operator helper assistant(customer near4 service)) with (separat\$4 group\$4 classify\$4) near6 (spoken speech voice utterance) same customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:48
S40	3	((operator agent) with (properly near6 read\$4) near6 (text prompt))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:49
S41	338	(agent operator helper assistant(customer near4 service)) with (segment\$4 pars\$4 separat\$4 divid\$4) near6 (spoken speech voice utterance sentence word)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:53

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S42	0	(agent operator helper assistant(customer near4 service)) with (segment\$4 pars\$4 seperat\$4 divid\$4) near6 (spoken speech voice utterance sentence word) same dialog	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:53
S43	0	((live human) near5 (agent operator helper assistant(customer near4 service))) with (segment\$4 pars\$4 seperat\$4 divid\$4) near6 (spoken speech voice utterance sentence word) same dialog	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:53
S44	17	((live human) near5 (agent operator helper assistant(customer near4 service))) with (segment\$4 pars\$4 seperat\$4 divid\$4) near6 (spoken speech voice utterance sentence word)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:54
S45	55	((live human) near5 (agent operator helper assistant(customer near4 service))) same (segment\$4 pars\$4 seperat\$4 divid\$4) near6 (spoken speech voice utterance sentence word)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 16:56
S46	37	((read\$4) near6 (script document text prompt)) same ((pars\$4 divid\$4 segment\$4) near5 (utterance sentence word speech voice) same ((speech voice) near6 recogni\$6))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:08
S47	116	((pars\$4 divid\$4 segment\$4) near5 (phrase) same ((speech voice) near6 recogni\$6))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:12
S48	139	((pars\$4 divid\$4 segment\$4) near7 (phrase) same ((speech voice) near6 recogni\$6))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:12
S49	11	S48 and ((live human) near5 (operator agent representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:13

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S50	1960	(agent operator helper assistant (customer near4 service)) with (customer) with (divid\$4 segment\$4 separat\$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:20
S51	23	(agent operator helper assistant (customer near4 service)) with (customer) with (divid\$4 segment\$4 separat\$4) near5 (utterance speech voice)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:22
S52	15	(agent operator helper assistant (customer near4 service)) and (customer) and (divid\$4 segment\$4 separat\$4) near5 (utterance speech voice) same (topic)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:22
S53	43	(agent operator helper assistant (customer near4 service)) and (customer) and (divid\$4 segment\$4 separat\$4) near5 (utterance speech voice) same (topic dialog)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:28
S54	350	(agent operator helper assistant (customer near4 service)) and (customer) and (divid\$4 segment\$4 separat\$4) near7 ((call near4 flow) (dialog dialogue))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:29
S55	114	(agent operator helper assistant (customer near4 service)) same (divid\$4 segment\$4 separat\$4) near7 ((call near4 flow) (dialog dialogue))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:32
S56	2811	(agent operator helper assistant (customer near4 service)) same customer and (divid\$4 segment\$4 separat\$4) near7 (speech voice utterance sentence phrase word)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:33
S57	1363	(agent operator helper assistant (customer near4 service)) same customer and (divid\$4 segment\$4 pars\$4) near7 (speech voice utterance sentence phrase word)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:40

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S58	228	S57 and "704"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:33
S59	113	(agent operator helper assistant (customer near4 service)) same customer and (word near4 boundary)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:52
S60	694	((live human) near5 (agent operator helper assistant (customer near4 service))) and ((divid\$5 separat\$4 segment\$4) near5 (speech utterance voice))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:56
S61	34	((live human) near5 (agent operator helper assistant (customer near4 service))) same ((divid\$5 separat\$4 segment\$4) near5 (speech utterance voice))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:54
S62	204	S60 and "704"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/19 17:54
S63	15	((live human) near5 (agent operator helper assistant (customer near4 service))) and ((divid\$5 separat\$4 segment\$4) near5 (speech utterance voice)) with noise	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 08:47
S64	13	(script near7 panel\$3) same (operator agent assistant helper clerk)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 08:55
S65	11	(script near7 divid\$4) same (operator agent assistant helper clerk)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 09:03

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S66	40	(script near7 segment\$4) same (operator agent assistant helper clerk)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 09:06
S67	837	(operator agent assistant helper clerk) and (word near6 (segment\$4 boundary divid\$4 pars\$4)) and "704"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 09:07
S68	21	(operator agent assistant helper clerk) near8 (word near6 (segment\$4 boundary divid\$4 pars\$4)) and "704"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 09:17
S69	198	(word near6 (segment\$4 boundary divid\$4 pars\$4)) and "704"/251.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 09:37
S70	15	S69 and customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 09:17
S71	7	((script dialog ((series sequence) near5 (questions))) near6 (segment\$4 boundary divid\$4)) and "704"/251.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 16:42
S72	121	((script dialog ((series sequence) near5 (questions))) near6 (segment\$4 boundary divid\$4)) and "704"/\$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 09:38
S73	2	"6144938".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 16:43

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S74	494	((agent operator helper assistant(customer near4 service))) same ((speech voice) near5 recogni\$6) same customer and (mobile wireless cellular)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 17:48
S75	4721	(704/251 704/270.1 704/276 705/14).ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 17:45
S76	68	((live human) near4 (agent operator helper assistant(customer near4 service))) same ((speech voice) near5 recogni\$6) same customer and (mobile wireless cellular)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/10/20 17:49